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Ryan Klassen
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April 26, 2022

Dear Mr. Lorenc,

I am responding to your letter of April 14 to Mr. Mirko Bibic. As a utility partner who relies on the delivery of timely and accurate locates ourselves, we at Bell MTS appreciate the importance of this issue.

We acknowledge that the 2021 construction season was especially challenging for us, and we were often unable to deliver locates in a timeframe in accordance with our standards. As you know, we have taken action to clear the backlog and implement new processes which will dramatically improve our delivery times. With a significant increase recently made to our available capacity there is currently no backlog, and we are confident that we will be able to complete our locates within acceptable timeframes during the 2022 construction season and going forward. We have implemented an internal reporting process with executive oversight to monitor our progress.

We appreciate the good working relationship we had with the MCGA as we worked through our challenges in 2021, and hope to continue to work with that group on further improvements to the process. In particular, cooperation from members on items such as load forecasting and a process for prioritization of due dates would help ensure that all locates can be completed prior to excavation dates. Jasmine Simler-Fuoco, with whom I know you are already in contact, will be reaching out to discuss these items.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Klassen".

Ryan Klassen
Vice President Enterprise Sales West &
Vice Chair, Bell MTS & Western Canada

